

## *That's a Great Question!*

**Q: What do I do if I'm concerned about the care another practitioner is giving?**

**A:** Call our Desk Officer at the Medical Board Central Complaints Office:

Mr. Ian McGlone  
ian.mcglone@mbc.ca.gov  
916-263-2441  
800-633-2322  
Fax: (916) 263-2435

Ian can advise on the law and your options, including that of filing a complaint if you so choose. Bear in mind, if no one files a complaint and we do not have a patient release, there is nothing we can do.



**BPM President Mansdorf chaired meeting at Orange City Hall Feb. 22**

**Q: What are the rates of complaints compared to those dismissed?**

**A:** Most complaints are closed by Ian, a BPM medical consultant, or the Medical Board investigator. Over the last three complete fiscal years, **341** total complaints were filed and only **24** were referred to the Attorney General for preparation of an Accusation. While physicians sometime view the Medical Board as overly prosecutorial, patients often conclude the boards are doctors protecting doctors. For an eye opener, see exhibit P from our February 22, 2013 meeting: <http://www.bpm.ca.gov/meetings/index.shtml>

**Q: If I have a board question, can I talk to one of the Board Members?**

**A:** Not if it involves a case that may come before the Board or is already pending. The Board Members are the final Judges, and if you or I give them any “inside information” that is not part of the public record, that is *jury tampering*. The Board Members will have to disqualify themselves from reviewing and voting on the case because they have received *ex parte* communication that was not vetted at the hearing, shared with the other party, and cross-examined by opposing counsel.

If it is a matter of board procedures, law or regulation, it is best to contact the staff. The Board Members are appointed as Judges and policy makers, but are not full-time staff members or walking, encyclopedic experts on bureaucratic minutiae. It is not their job to do Q&A and research stuff at the library. They’ve hired someone for that.

If you want to ask what they think about our programs in general, what their experience has been, what the Board’s concerns are at present, or things of that nature, those are great questions.

**Endnote** . . . speaking of staff, we are preparing a seamless, turn-key succession for whomever Dr. Mansdorf and his colleagues on the Board hire to replace me early next year. There is a lot of work to do. I am grateful for the opportunity you have given me to serve at BPM and write these columns, of which this will be the last. Thank you! I will be writing a few more for your *California Podiatric Physician* magazine. –Jim Rathlesberger

High standards    ♡    Continuing Competence    ♡    Reducing medical errors    ♡    Preventing patient harm